

**RNC****Employment Service**

905-727-3777

*Aurora*

222 Wellington Street East, Main Floor

**Job Title****Inside Sales Representative****Job # 1901005****NOC / NAICS**

6411 / 417930

**Date**

January 14, 2019

**Location**York Region  
(**Newmarket:** Harry Walker Pkwy N)**Wages**\$16.00-\$17.00 / hour  
based on experience**Experience  
(Yrs.)** 0-1    1-3    3-5    5+**Hours/Week**

40 hours per week

**Employment  
Type** Perm    Temp    Seasonal  
 FT    PT**Schedule**

Mon-Fri 8:30am-5:00pm

**Availability****Benefits Available** No    Yes**After Probation Period****Workplace / Physical**

Ability to work on feet and carry objects weighing up to 20 lbs.

**Requirements**

Established in 1993, this privately-owned Canadian company specializes in the distribution of health and safety equipment to support and keep safe Canadians performing work in hazardous conditions.

**Their business mission: Protect the health & safety of their customers!**

**Job Duties**

- Answer phones and creates quotes and sales orders for customers
- Process orders and update the system for delivery
- Develops sales opportunities by researching and identifying potential accounts; soliciting new accounts; building rapport; providing technical information and explanations; preparing quotations.
- Fills orders by transferring orders to fulfillment; communicating expected delivery date; explaining stock-outs.
- Inform customers of alternative products and services if required products are not available
- Develops accounts by checking customer's buying history; suggesting related and new items; explaining features and benefits.
- Respond swiftly and courteously to customer complaints or inquiries
- Capture customer information, including addresses and phone numbers, for future follow-up in the system
- Build rapport with customers through friendly, engaging communication
- Updates knowledge by studying new product descriptions; participating in educational opportunities
- Interacting with customers in person, on the phone and through various forms of electronic communication in an efficient, courteous, and timely manner.
- Advising customers on safety solutions based on their unique inquiries in a retail/showroom setting based on trainings
- Processing customer orders and returns and handling cash, debit and credit card payments
- Regularly attending product training sessions to acquire or build upon existing product knowledge
- Entering internal restocking orders as part of retail operations
- Visual merchandising as part of retail operations
- Participating in inventory control exercises (cycle count, annual count) as required

- Maintaining a safe, clean, visually appealing, and hazard-free work environment
- Administrative support and office duties as required in various departments
- Assisting with special projects related to International safety business objectives as required

#### Requirements

- **High school diploma/GED required (Post-secondary education preferred)**
- **Minimum of 2+ years' inside sales experience**
- Excellent verbal communication skills and telephone manner
- Familiarity with Google Suites
- Proven track record of successful sales experience preferred
- Meeting Sales Goals, Closing Skills, Prospecting Skills, Technical Understanding,
- Building Relationships, People Skills, Customer Focus, Professionalism, Data Entry, Sales Motivation

#### How to apply

**To apply please submit resume to [HRQR@rncs.ca](mailto:HRQR@rncs.ca) for pre-screening and consideration.  
Include a note indicating why you are a good fit for this position.**

#### Disclaimer

*RNC Employment Services reserves the right to submit applicant resumes in their sole judgement directly to employers only following registration. Registration in itself does not determine applicant job posting eligibility. Further RNC is not responsible for employer hiring decisions which may pre-empt registration.*